

What Can a Vendor Do When Food Instruments (FI) Are Rejected For Payment?

Some food instruments (FI) may be rejected for payment and returned to the vendor through the banking system. These FIs will be stamped in red ink identifying the specific error.

This document explains the five reasons why you may receive an FI returned unpaid and how you may resolve the problem. A copy of this document is on the WIC Vendor News page of our website at www.wicworks.ca.gov.

Scenario 1: Serial number submission was not received - The FI is stamped in red OR black colored text and circled "Vendor Exceeds Max Amount." The FI will be returned unpaid.

INDIVIDUAL NO.	PARTICIPANT / PARENT / GUARDIAN	FIRST DAY TO USE	LAST DAY TO USE	SERIAL NO.
123456789IM	IVETTE PARTICIPANT	OCTOBER 01 06	OCTOBER 30 06	012345678

MILK/CHEESE/EGG

Kind to buy:
 *MILK-COW, FLUID
 PASTEURIZED(GALLONS ONLY)
 *CHEESE-CHEDDAR, JACK,
 AMERICAN, MOZZARELLA IN
 0.75 LB (12 OZ) OR LARGER
 *EGGS-AA WHITE, SM,MED,LG

Pay to the order of:
 WIC AUTHORIZED VENDOR

WIC PROGRAM
 State of California
 VALID FOR WIC APPROVED FOOD ONLY.
 VOID IF NOT DEPOSITED WITHIN 45 DAYS OF
 "FIRST DAY TO USE." NOT VALID IF ALTERED.

How much to buy: UP TO:
 2 GALLONS MILK, 2 DOZ EGGS
 (DOZENS ONLY) 2 LBS CHEESE

EXACT PURCHASE PRICE:
 16.75

VENDOR EXCEEDS MAX AMOUNT

Ivette Participant
 AUTHORIZED SIGNATURE (SIGN AT PURCHASE)

110700 121113423 0123456789

Background: WIC did not receive a serial number submission for this FI. Without the submission, WIC cannot identify the vendor that accepted the FI and therefore cannot assign a Maximum Allowable Department Reimbursement (MADR) rate. This FI is returned to the bank/vendor unpaid. The FI has "0" value.

Option: The vendor may:

- submit the serial number to WIC for this FI by one of the Any Authorized Vendor (AAV) submission options and
- redeposit the FI to the bank for payment.

Note: The MADR for the FI will be the rate in effect when the serial number is submitted.

Scenario 2: The "Exact Purchase Price" exceeds Maximum Allowable Department Reimbursement (MADR) Rate - The FI is stamped in red OR black colored text "Exceeds Max Amount." The FI is returned unpaid.

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 *MILK-COW, FLUID
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 AMERICAN, MOZZARELLA IN
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Pay to the order of:
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How much to buy: UP TO:
 2 GALLONS MILK, 2 DOZ EGGS
 (DOZENS ONLY) 2 LBS CHEESE

EXACT PURCHASE PRICE:
 29.52

EXCEEDS MAX AMOUNT

Ivette Participant
 AUTHORIZED SIGNATURE (SIGN AT PURCHASE)

110700 121113423 0123456789

Background: The vendor submitted an FI for payment with the exact purchase price that exceeds the MADR. This FI is returned to the bank/vendor unpaid.

Option: The vendor may:

- cross out the exact purchase price and replace it with another that does not exceed the MADR that was applicable on the date the FI serial number was submitted to WIC and
- redeposit the FI to the bank for payment. The serial number does not need to be resubmitted to WIC.

Note: The MADR for a FI rejected due to Exceeds Max Amount may be obtained by calling WIC Technical Support at 1-800-224-7472.



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Scenario 3: FI was accepted by a vendor that is not currently WIC authorized – The FI is stamped in red OR black colored text with a square border “**Payment Stopped (current date) State Treasurer.**” The FI is returned unpaid.

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123456789IM	IVETTE PARTICIPANT	OCTOBER 01 06	OCTOBER 30 06	012345678
<div style="text-align: center;">MILK/CHEESE/EGG</div> <div style="text-align: right;">700-012345678</div> <div style="text-align: center;">PAYMENT STOPPED Date STATE TREASURER</div> <div style="text-align: right;">16.75</div> <div style="text-align: center;">*****</div> <div style="text-align: right;">Ivette Participant AUTHORIZED SIGNATURE (SIGN OF PURCHASE)</div>				

Kind to buy:
*MILK-COW, FLUID
PASTEURIZED(GALLONS ONLY)
*CHEESE-CHEDDAR, JACK,
AMERICAN, MOZZARELLA IN
0.75 LB (12 OZ) OR LARGER
*EGGS-AA WHITE, SM,MED,LG

Pay to the order of:
WIC AUTHORIZED VENDOR

How much to buy: UP TO:
2 GALLONS MILK, 2 DOZ EGGS
(DOZENS ONLY) 2 LBS CHEESE

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90-1342
1211
EXACT PURCHASE PRICE:
16.75

MUST NOT EXCEED MAXIMUM ALLOWABLE
DEPARTMENT REIMBURSEMENT RATE

0123456789

Background: WIC will not pay FIs when at the time of serial number submission the vendor is not WIC authorized.

Option: The vendor may:

- send the original FI and a letter to the Program Integrity Unit of WIC requesting reimbursement consideration.

Note: These FIs cannot be resubmitted for payment through the bank.

Scenario 4: FI was accepted and/or the serial number submission occurred prior to the first valid date of use (post dated) – The FI is stamped in red OR black colored text with a square border “**Payment Stopped (current date) State Treasurer.**” The FI is returned unpaid.

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123456789IM	IVETTE PARTICIPANT	OCTOBER 01 06	OCTOBER 30 06	012345678
<div style="text-align: center;">MILK/CHEESE/EGG</div> <div style="text-align: right;">700-012345678</div> <div style="text-align: center;">PAYMENT STOPPED Date STATE TREASURER</div> <div style="text-align: right;">16.15</div> <div style="text-align: center;">*****</div> <div style="text-align: right;">Ivette Participant AUTHORIZED SIGNATURE (SIGN OF PURCHASE)</div>				

Kind to buy:
*MILK-COW, FLUID
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90-1342
1211
EXACT PURCHASE PRICE:
16.15

MUST NOT EXCEED MAXIMUM ALLOWABLE
DEPARTMENT REIMBURSEMENT RATE

0123456789

Background: If the date of serial number submission and/or the FI deposit is prior to the “First Day to Use”, WIC will not pay the FI (post dated).

Option: The vendor may:

- send the original FI and a letter to the Program Integrity Unit of WIC requesting reimbursement consideration.

Note: These FIs cannot be resubmitted for payment through the bank.

Scenario 5: FI serial number submission occurred and/or was deposited after 45-days from the first day to use (stale dated). The FI is stamped in red OR black colored text “**Stale Date**” and returned unpaid.

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<div style="text-align: center;">MILK/CHEESE/EGG</div> <div style="text-align: right;">700-012345678</div> <div style="text-align: center;">Stale Date</div> <div style="text-align: right;">16.75</div> <div style="text-align: center;">*****</div> <div style="text-align: right;">Ivette Participant AUTHORIZED SIGNATURE (SIGN OF PURCHASE)</div>				

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90-1342
1211
EXACT PURCHASE PRICE:
16.75

MUST NOT EXCEED MAXIMUM ALLOWABLE
DEPARTMENT REIMBURSEMENT RATE

0123456789

Background: If the date of serial number submission and/or the FI deposit is more than 45 days after the “First Day to Use”, WIC will not pay the FI.

Option: The vendor may:

- send the original FI and a letter to the Program Integrity Unit of WIC requesting reimbursement consideration.

Note: These FIs cannot be resubmitted for payment through the bank.